



Date: July 2, 2012

To: Thomas J. Bonfield, City Manager

Through: Theodore L. Voorhees, Deputy City Manager

From: Jim Soukup, Director of City/County Emergency Communications

Subject: Emergency Communications Next Generation Hosted Solution

Executive Summary

The Durham Emergency Communication Center currently has the best technology available as it relates to its 9-1-1 infrastructure. In August of 2011, the center implemented the first Next Generation 9-1-1 system in North Carolina and one of only a few in the country. Recent technological advancements now provide for further protection and reduced vulnerability by incorporating the Durham 9-1-1 infrastructure into a hosted IP based solution. This solution also will enable the processing of photographs, audio files, and short videos from a caller's cellular phone to the 9-1-1 center as well as web camera feeds from banks activated during robberies. This all in one proposal will replace the need for different contracts relating to 9-1-1 services, billing, maintenance, upgrades and provide for a single point of contact for the future. It also provides for 24 X 7 monitoring of all systems involved in the 9-1-1 process and implements 9-1-1 texting in addition to Automatic Call Distribution (A.C.D.) at the back-up center.

Recommendation

It is recommended that the City Council (i) authorize the City Manager to execute a contract to begin September 1, 2012 with Intrado Inc. in the amount of \$60,230 monthly for five (5) years, \$3,613,800 in total and budgeted annually at \$722,760, without competitive bidding as authorized by G.S. 143-129 (e)(6) on the grounds that the products are available from only one source of supply with payment from the Emergency Telephone System Surcharge Fund.

Background

Durham Emergency Communications Center had a separate maintenance contract with CenturyLink. There is also a separate contract process for upgrades that requires separate negotiations each time an enhancement is available. This proposal provides for one single point of contact for all processes as well as the replacement of all outdated or broken equipment during the term as part of the overall monthly cost. The charges for 9-1-1 database management, addressing, and trunk lines that are now billed separately are included in the one payment monthly. Maintenance procedures that have been performed by CenturyLink technicians will now be accomplished by Intrado personnel who are specifically trained in all aspects of the

equipment. This will expedite any repairs that are needed by eliminating the need for CenturyLink technicians to contact Intrado once they are onsite to determine a method for restoration.

Issues/Analysis

The infrastructure for 9-1-1 technology is starting to advance significantly. This proposal provides a method for the Emergency Communication Center to take advantage of technologies that will enhance the safety of its residents. A hosted solution will eliminate the need in future years to replace old or outdated computer servers, monitors, and other types of equipment without incurring additional expense while insuring ownership of the most up-to-date equipment. The replacement of equipment necessary due to normal end of life cycles is costly. The current computer servers are over five (5) years old and needs to be replaced. The cost to accomplish this replacement is \$1,098,285. A hosted solution as defined by Intrado proposal eliminates the need for this replacement equipment and expense.

The current maintenance contract with CenturyLink does not provide for replacement of broken or old monitors or other equipment involved in the 9-1-1 process. The charges for 9-1-1 database management, addressing, and trunk lines that are now billed separately are included in the one payment monthly. Maintenance procedures that have been performed by CenturyLink technicians will now be accomplished by Intrado personnel who are specifically trained in all aspects of the equipment. This will expedite any repairs that are needed by eliminating the need for CenturyLink technicians to contact Intrado once they are onsite to determine a method for restoration.

In summary, the Intrado proposal replaces the following items that are currently contracted separately:

9-1-1 Computer Servers (replaced every four years)	\$,1,098,285
CenturyLink Maintenance Contract (Annually)	135,625
Software Upgrade Contract (Five year contract)	199,198
Software Labor Upgrade Labor Contract (Annually)	44,069
Incurred Costs for replacement parts (Annually)	21,156
Database and Routing Charges (Annually)	421,488

Total cost annually (pro-rating the 9-1-1 Computer Servers and Software Upgrade Contract to annual amounts) = \$936,748. Monthly amount equals \$78,062.

Intrado proposal cost annually = \$722,760. Monthly amount equals \$60,230 for five (5) years.

Annual cost reduction with Intrado proposal = \$213,988

Monthly cost reduction with Intrado proposal = \$17,832

Alternatives

The Emergency Communication Center could continue doing business as it is currently. This would result in separate contracts for database and trunk charges, as well as separate maintenance and upgrade contracts.

Financial Impact

The cost of the purchase and implementation of Intrado i3 Proposal has been approved by the North Carolina State 9-1-1 Board and is eligible from the Emergency Telephone System Surcharge Fund. This will replace the need to separately fund line items for maintenance, part replacements, and upgrades. There is no impact to the General Fund. Intrado Inc. is a sole source provider for this solution and a letter is attached attesting to this.

SDBE Summary

This is a sole-source purchase. It was not reviewed by the Department of Equal Opportunity/Equity Assurance for compliance with the Ordinance to Promote Equal Business Opportunities in City Contracting.